



IATA Consulting Services

Leading Our Clients to Improved Operational &
Financial Performance



IATA

Focused on industry priorities

Together, our mission is to
provide global leadership
and solutions to ensure
a successful
air transport industry



IATA priorities 2010

- Consulting services are aligned with IATA's core priorities
- Surpluses from our value-added services are reinvested in key initiatives that benefit the industry as a whole, such as e-ticketing, CUSS and regional development



IATA's global aim is to help the industry

- Simplify processes
- Increase passenger convenience
- Reduce costs
- Improve efficiency
- Meet environmental targets
- Sustain growth and profitability

Our objective is to help you

- Compete successfully in an increasingly volatile business climate
- Achieve sustainable performance standards and profitability through effective planning, development and implementation

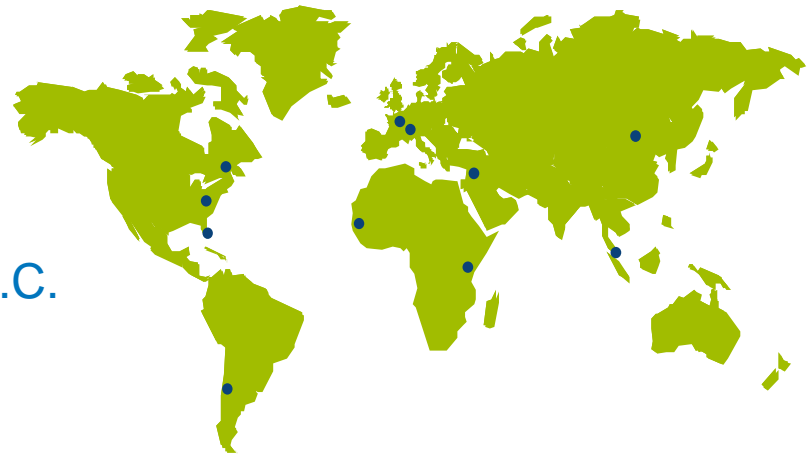
We leverage IATA's global resources and local representation to bring together the market data, training, expertise and implementation support needed for an optimal result



IATA Advantage

Worldwide reach, recognition and regional impact

- Head office in Montreal,
Executive office in Geneva
- Regional offices in Amman, Beijing,
Brussels, Dakar, Miami, Nairobi,
Santiago, Singapore & Washington D.C.
- 70 offices worldwide offering training
and IATA Distribution Services



Our Unique Advantage

- We leverage IATA's global resources, expertise and vital market data to develop tailor-made business solutions
- Our multi-lingual and multi-cultural teams adapt international best practices to local environments
- Multi-disciplinary, collaborative teams support complex projects from start to finish – We're in for the long haul!

Our expertise spans all aviation disciplines and industry sectors

Why we're different

- Our assessments are neutral and unbiased
- We promote international best practices
- More than reports and advice, we're committed to knowledge transfer and developing local capabilities
- Unparalleled expertise and data from a global and regional perspective
- Implementation support ensures sustainability and ROI
- Our fees are competitive and surpluses are reinvested to better the industry

Expertise applied

through value-added services in these areas

- Civil Aviation
- Air Traffic Management
- Airline Consulting
- Fuel Management
- Cargo & Freight
- Ground Handling
- Airport Planning and Development
- Airport Commercial Development

Civil Aviation

Solutions for regulatory institutions to improve safety, security and support sustainable development

- National policy and strategy development
- Civil aviation safety oversight
- Establishment of autonomous civil aviation authorities
- Civil aviation law and regulations
- Safety management systems
- National Civil Aviation security plan
- Airport emergency and contingency plan
- Private sector participation
- Training and technical support



Air Traffic Management

Solutions to modernise infrastructure, optimise systems and integrate new technology

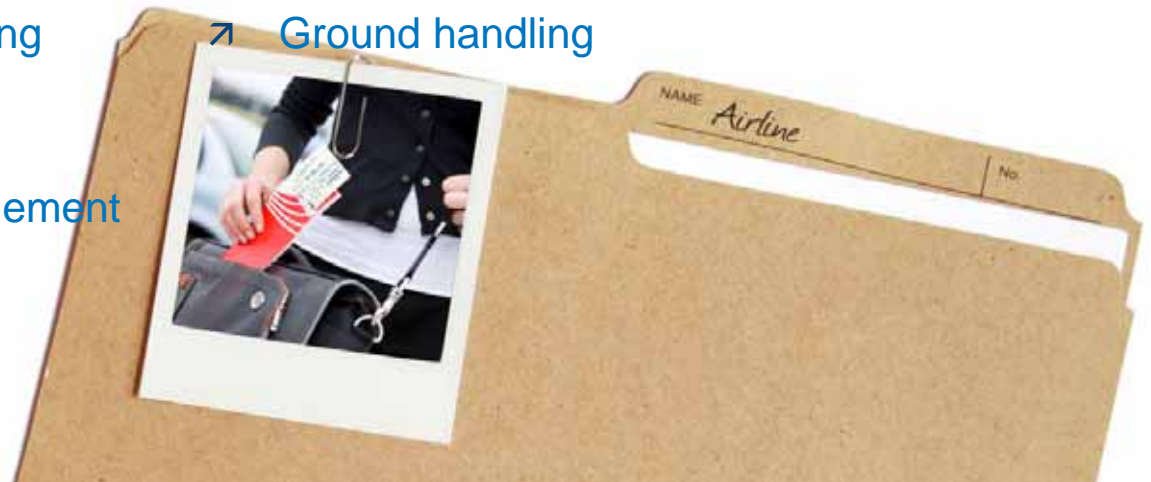
- ATM/ANS Master Planning
- Area Navigation/Global Navigation Satellite System (RNAV/GNSS) procedures development
- Implementation and regulatory financing activities
- Procurement support
- Standard Instrument Departure (SID) and Standard Terminal Arrival (STAR) procedures development
- Demand/capacity studies for airspace management



Airline Consulting

Solutions to increase safety, reduce costs, sustain growth and profitability

- Corporate strategy assessment and development
- Cost (reduction) management
- Airline restructuring
- Cash management optimisation
- Flight operations
- Maintenance and engineering
- Corporate structure and human capital
- Pricing and revenue management
- Asset management and treasury, and privatisation
- Network and fleet planning
- Network performance and decision support
- Sales and distribution optimisation
- Safety programs
- Ground handling



Fuel Management

Fuel efficiency and conservation measures for significant cost reduction;
Savings range from 2% to 15% of fuel expenses

- Commercial Fuel Efficiency Gap Analysis
- Fuel data management and decision support
- Implementation of FEGA recommendations
- RNAV/GNSS procedures and optimisation of airspace utilisation
- Strategic sourcing and procurement
- Aircraft ground flow optimisation
- Price hedging and fuel tax management
- Fuel supply chain optimisation



Cargo

Solutions for business restructuring, revenue optimisation, sales and marketing

- Strategic management
- Sales and marketing
- Cargo infrastructure planning and development
- Cargo operations
- Air service development
- Ground operations and safety
- Revenue management
- Revenue accounting & finance
- Cargo Security



Ground Handling

Solutions for standards compliance, safety and operations efficiency

- Strategic management
- Airport handling quality audits
- Airside safety audits
- IATA AHM804 system for performance measurement of service delivery standards
- Gap analysis (safety, quality, processes and procedure)
- Cost efficiencies
- Development of Safety Management Systems



Airport Commercial

Solutions for business restructuring, revenue optimisation, sales and marketing

➤ Quality of Services and Cost Management

- Organisation design
- BPR
- KPI definition

➤ Ownership Changes

- Buyer/Vendor Due Diligence
- Privatisation Programme

➤ Revenue Development

- Air service development
- Connectivity studies
- Leakage reduction
- Marketing strategy
- Commercial strategy



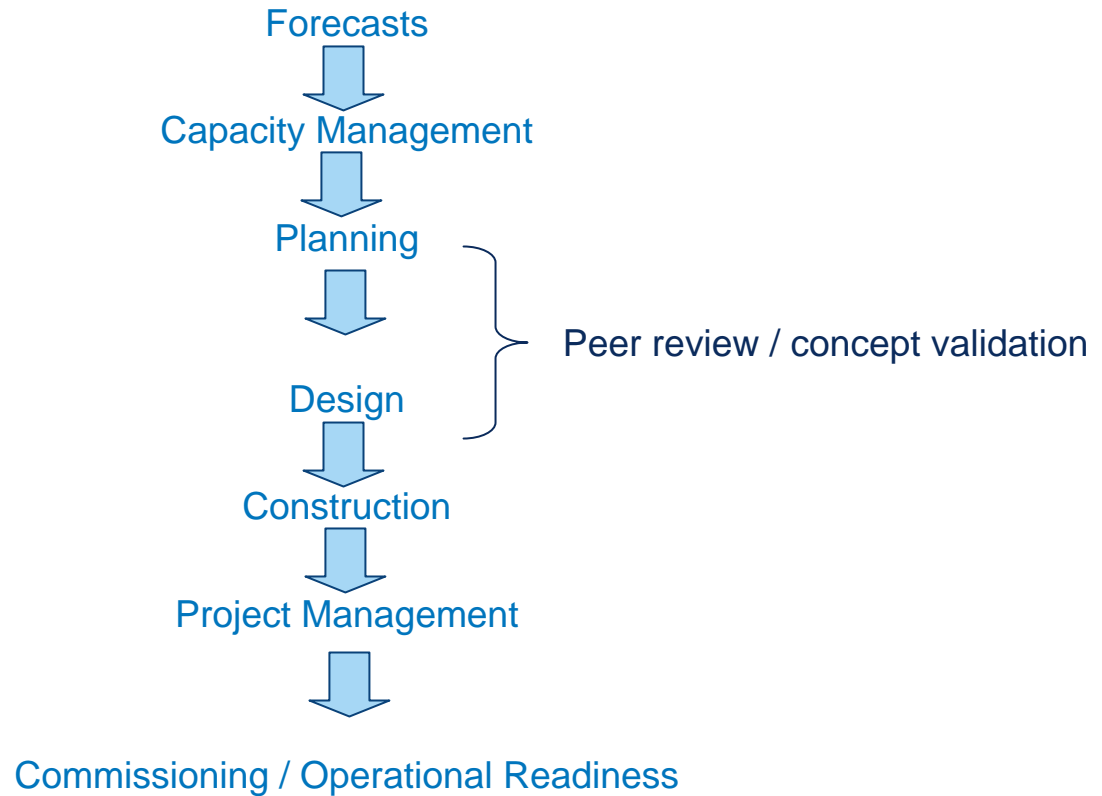
Airport Planning

Solutions for airport development and facilities expansion, operations efficiency

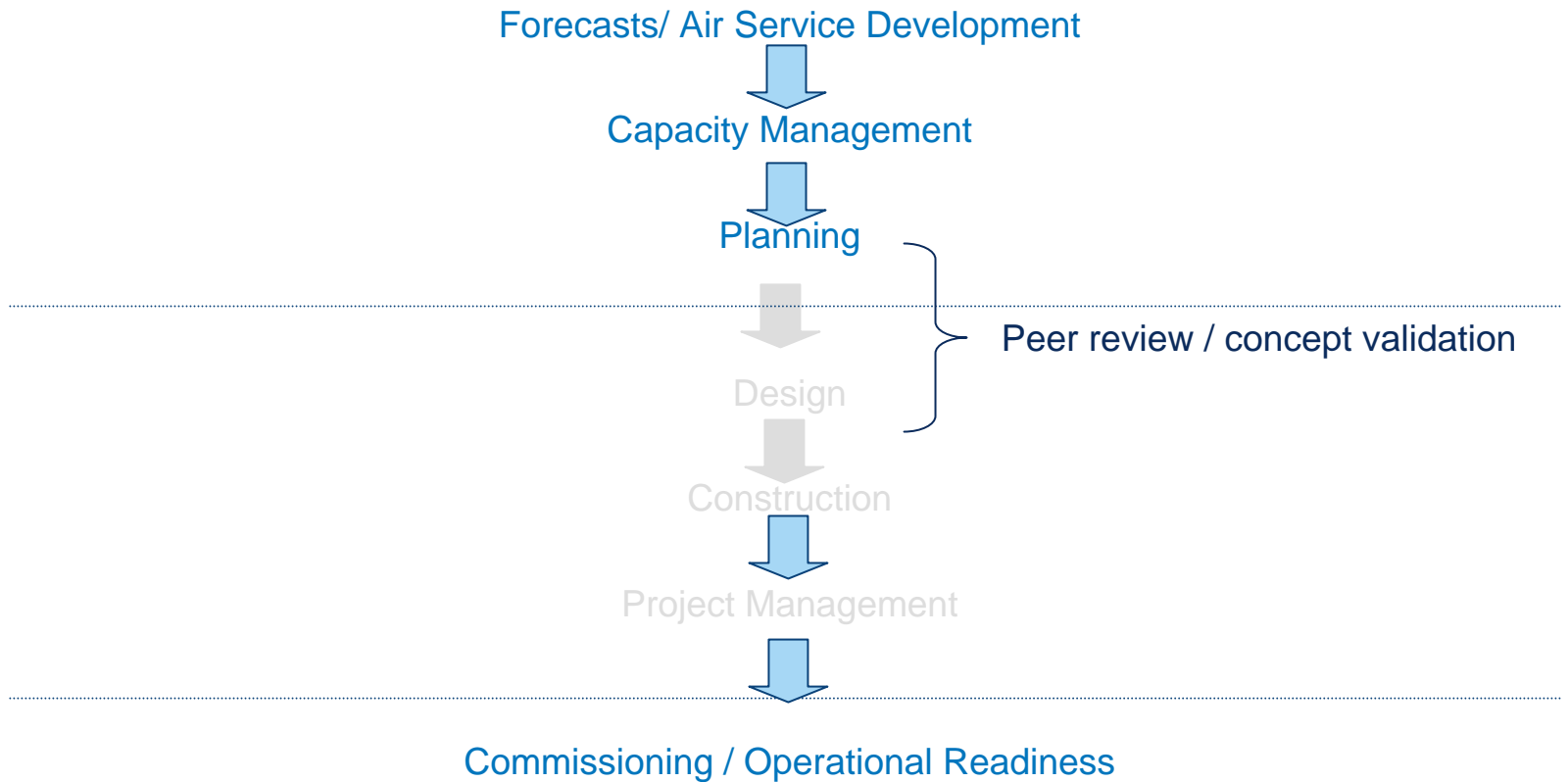
- Master plan studies
- Demand/capacity analysis
- Level of service studies and simulation (Total AirportSim – proprietary tool)
- Runway systems and apron layout
- Passenger terminal concept
- Baggage handling systems and hold baggage screening
- Design review
- CUSS
- Safety management system development
- Airport operational readiness
- Procurement support
- Facilitation and security



Airport Planning Process



Airport Planning Process & IATA



Capacity Management

- Air Terminal Building
 - Passenger Handling
 - Baggage Handling

- Airside
 - Gates
 - Apron
 - Runway Systems

- Terminal Maneuvering Area
 - Airspace Capacity

- Procurement

Commissioning

- Operational Commissioning
- Time Management
- Infrastructure Test
- Procedure Manual
- Training
- Information Process

A selection of our airline clients



Air France



COPA Airlines



Kuwait Airways



Aeroflot



Cargolux



Malaysia Airlines



Aerosvit



DHL



Oman Air



Avianca



Emirates



Qatar Airways



Bangkok Airways



Finnair



Royal Air Maroc



Czech Airlines



Hawaiian Airlines



Thai Airways

A selection of our airport clients



Aeroportos de Portugal SA



Aeroport de Barcelona



Aeroports de Montreal



Brussels Airport (BIAC)



Aeroports de Paris



Bangkok Airport



Aeroporti di Roma (AdR)



Budapest Airport



Aeroporti di Torino



Ottawa Airport



Airport Company of South Africa (JNB)



Prague Airport

Clients in the related industry



European Union



Aeronautica Civil de Colombia



ICAO



Civil Aviation and Met
Authority of Yemen



United Nations



Esso Exploration Angola



Worldbank



Texaco Chevron - Cabinda



Kenya Civil Aviation
Authority



Empresa Nacional de
Exploração de Aeroportos
e Navegação Aérea

Testimonials – our reputation is built on client service

➤ DHL Express (Wilmington, Ohio, USA)

Airport Operations Review, Air Traffic Management

“We had a very positive experience with the IATA team and would definitely use them again, primarily due to their subject matter expertise, back office resources, flexibility with the work and project schedule, and top notch staff.”

- Larry Przybylski, Director, Hub Service Support

➤ Tocumen International Airport & ICAO

Airport Master Planning for Expansion Programme, Panama

“The IATA team conducted the various assignments with a high standard of professionalism and objectivity, providing superior quality service and enabling the ICAO and Tocumen senior management teams to make effective strategic decisions affecting the immediate and long-term development of the airport.”

- Ruben Gallego, Chief, Field Procurement Section, Technical Cooperation Bureau



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➤ Air Pacific

Business strategy, revenue and efficiency improvement

'IATA Consulting continues to support Air Pacific with a series of projects focused on business strategy, including product and pricing, as well as sales and distribution. We are very satisfied with the work performed.'

- John Campbell, Managing Director & CEO

➤ Qatar Airways

Fuel Conservation and cost reduction

'IATA Consulting provides Fuel Conservation services to our airline. We are extremely satisfied with the recommendations to introduce efficient practices, which go along way towards our committed drive to advocate environmentally friendly measures.'

- Akbar Al Baker, CEO

Contact our team for further information

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